

## DISPATCHER OF THE MONTH

We are pleased to announce that KAN071, who has been with IPN for 8 years, has been named DOTM! We appreciate his commitment to IPN.

*Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.*

## HOLIDAY GREETINGS

As the holiday season approaches, it is our hope that you are able to surround yourself with those you love. Holidays are opportunities for friends and relatives to create new memories, reminisce about the good times, and laugh and hug.

With the recent passing of our 41st President, George H. W. Bush, let us remember his call for a **“kinder, gentler nation.”** With one simple act of kindness from you to a stranger, we can create a kinder, gentler world. Here are some ideas:

- Help someone pick up what they dropped
- Let someone go in front of you in line
- Pick up litter on the beach or in the streets.
- Give a stranger a compliment or at least a smile
- Donate time or money to a charity

By putting other's needs before yours, you can be proud of the changes you are making in this world. Enjoy your holiday and have a happy new year!

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# FROM THE QA TEAM

## HAZMAT/GAS LEAKS

We have seen an increase in the number of Hazmat calls go through the system that fall just short of the category guidelines. For gas leaks to be sent out under the Hazmat category there must be evacuations ordered by the incident commander or elevated levels verified by the crews on scene using gas meters. We do not transmit the day to day "Nana left the pilot light on and smells gas" calls over Hazmat.

Large diameter "Gas Mains" that are broken, usually by a construction crew digging, are always paged to Hazmat regardless of evacuations. Fire department responses are inconsistent for these types of calls; some send a single engine while others call in the cavalry. These are always fine to page if there is an active leak from a gas main.



## POWER OUTAGES

All Power Outages require a city and, whenever possible, a general street location. Please do not cut and paste the "countywide" report off of the local power company's website. Countywide alerts will be purged and you will not receive credit for your efforts.

Our members want specifics. They do not want a barrage of generic power reports after a storm comes through. They could easily go to the power company website themselves for general information.

## PIO OVERRIDE

IPN has always welcomed public safety Public Information Officers (PIO) to contribute to the system. These efforts normally come in through our hotline. The members who are working the hotline will assess information provided by these officials and transmit it accordingly.

Updates received from a PIO are not subject to the incident control policy. Hotline members are authorized to update as needed and will co-credit the PIO when this occurs.



**11-27-18 22:58 |DFW| Terrell, TX  
(Kaufman County)| Major Accident|  
SO 1| I-20 @ 505 mile marker| FD/  
SO/TxDPS O/S of a fiery crash  
involving two 18 wheelers. At least  
one fatality| DFW156**

**Photo by DFW156**



11-7-18 02:12 |DFW|  
Dallas, TX (Dallas County)|  
Hazmat| 453.875| S RL  
Thornton Frwy @ 12 the St|  
FD O/S with a jack knifed  
18 wheeler. Diesel spilling  
on Frwy. HazMat TF 3  
responding| DFW156

Photo by DFW156



11-05-2018 10:39  
|KTY| Kenton County  
(Erlanger)| Major  
Accident| | I-71/75 S/b @  
185 Mm|FD o/s multi-veh  
MVA w/ semi TT rollover-  
unk extent of injury. All  
lanes closed.| OHI015

Photo by Scott Poston





# FROM THE SUPPORT DESK

## WHY REPLYING TO SUPPORT EMAILS IS IMPORTANT

In order to keep the system running like a well-oiled machine, IPN often sends emails to dispatchers when we have a question about an incident that was dispatched or to address an incident that did not meet minimum category requirements or if the incorrect category was used. When you receive an email like this, please respond promptly so that we know you got our email and understand our request.

There have been times when a dispatcher does not respond to support emails and errors continue. This leads us to having to place their account to Inactive in order to get their attention. We don't want this to happen to you, so be sure to acknowledge the email from support with a simple reply of "Got it" or "Understood" or let us know if you have questions. Thanks!



## EMAILS AND ATTACHMENTS

Support@IncidentPage.net does not accept attachments. If you try to send a screen shot or picture, it will not come through. Our email program accepts only plain text and does not recognize HTML format. If you receive an email from Support stating that we cannot

read your email, it is because your email program formats your emails in HTML. Please find an option to change it to "plain text" and send again when requested.

Also, if you have missing emails from us or see them occasionally go into your spam folder, please add a contact for IPN to your address book with Support@IncidentPage.net as the email address. By having us in your contacts list you are less likely to have the email end up in the spam or junk folder.



11-21-18 03:42 |LAX| Los Angeles, CA|  
1 Alarm Fire| 9-12| 1446 Toberman  
St| E10 o/s 2 story 4plex, fire showing  
2nd floor| U/D: Partial Roof Collapse,  
Everybody Out. Addl Task Force req  
earlier| LAX710| 03:49

Photo by Kyle Cascadden

11-3-18 04:39 |DFW| Dallas, TX  
(Dallas County)| 1 Alarm Fire|  
453.875| 2928 Scottsbluff Sr| FD  
O/S with a fully involved 1 story  
frame home| DFW156

Photo by DFW156



11-8-2018 14:58 |MAS|  
Boston, MA (Suffolk  
County) | Technical  
Rescue | 483.187 | 85  
Harvard Ave | (Brighton)  
building collapse  
with injuries FD on  
scene U/D: Box 5134  
FD reporting store  
front facade 40 feet  
of building 1 injured  
people trapped inside |  
MAS097

Photo by Mark Hershon

11-8-18 18:44 |SCA |  
Columbia, SC (Richland  
County) | Traffic Advisory  
| Sumter St & Wheat St |  
Engine 2 & CPD on scene 2  
vehicle accident with one  
vehicle rolled over, Unknown  
Injuries | SCA001

Photo by Christopher Moyer





# MONTHLY STATS

**Thank you to every member who contributed to the system during the month of October.**

Our combined efforts resulted in 17,421 notification after the QA process was completed. All duplicate pages and pages that do not meet the guidelines were discarded prior to the review.

It is a pleasure to see California popping in to the first spot. We missed you! LAX remains the busiest of that states four chapters with 1052 notifications, followed by CAL (505), SFO (420) and SAN (203). Florida dropped to the second spot despite increasing their numbers from the prior month. We appreciate your efforts! New York and Massachusetts continue to hang out comfortably in third and fourth spot with well over 1000 incidents each.

The bottom five is very competitive. One fluke weather event can mean the difference between being on top or the bottom. Maryland took an impressive leap to the number five spot after increasing their volume by 250 incidents. Pennsylvania, unfortunately, dropped to ninth when their volume decreased by just 150 calls. Wisconsin reappears after a four month absence knocking New Jersey and Arizona off the chart.



January	February	March	April	May
Florida	Florida	Florida	Florida	Florida
New York	New York	New York	New York	New York
California	California	California	California	California
Mass	Mass	Mass	Mass	Pennsylvania
Illinois	Pennsylvania	Maryland	Pennsylvania	Maryland
Pennsylvania	Maryland	Pennsylvania	Texas	Illinois
Maryland	Ohio	Texas	Maryland	Mass
Texas	Texas	Illinois	Illinois	Texas
Ohio	Illinois	Ohio	Ohio	Ohio
New Jersey	New Jersey	New Jersey	No Carolina	Wisconsin

  

June	July	August	September	October
Florida	New York	Florida	Florida	California
New York	Florida	New York	New York	Florida
California	California	California	California	New York
Pennsylvania	Pennsylvania	Illinois	Mass	Mass
Illinois	Mass	Mass	Pennsylvania	Maryland
Mass	Texas	Pennsylvania	Texas	Illinois
Maryland	Illinois	Texas	Illinois	Texas
Texas	Maryland	Ohio	Ohio	Ohio
Ohio	Ohio	Maryland	Maryland	Pennsylvania
New Jersey	Arizona	Arizona	Arizona	Wisconsin

**10/22/18 00:29 |DFW| Dallas, TX (Dallas County)| Shooting/Stabbing| DPD 1| 2800 Main St| PD O/S of a shooting. Crime scene established. Detectives responding| DFW156**

**Photo by DFW156**





**11-15-18 12:56 |WSC| New Berlin, WI (Waukesha County)| Major Accident| I43 at Mooreland Rd| 1310 o/s vehicle under semi major damage, req 2 med helo and Vernon for extrication| WSC038| U/D: vehicle under semi 1 pt extricated on going for 2nd pt, M/A Milwaukee Heavy Urban Rescue Team| WSC038**

**Photo by Jason Shields**

## WELCOME NEW DISPATCHERS!

IPN would like to welcome our newest dispatchers to the team. If you see a new dispatcher in your area, please reach out and say hello.

All new dispatchers are reminded to review the guidelines prior to sending calls. All dispatchers must actively send calls each month to retain free service. If you should run in to an issue that prevents you from being active simply contact Steve Sedlis at support and let him know so that he can give you a "pass" during the monthly activity review.

CON056 - Charles  
FLA009 - Christopher  
MAS155 - Cam

OHI033 - Zack  
RDI100 - Jed  
WYO009 - Trevor

## HOTLINE INFO REMINDER

Provide all necessary information.  
Spell street names and towns.

Text: [hotline@incidentpage.net](mailto:hotline@incidentpage.net)  
Toll-free Phone: 1-888-339-8259

## CONTACT US

Please send us your article suggestions, incident photos, input, and feedback. We want to hear from you and share it with other dispatchers!

Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

1900 Weld Blvd, Suite 105  
El Cajon, CA 92020

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